Get Started with ALA Connect


In order for an ALA member to enjoy the full ALA Connect experience, you should login. Your user name and password are the same as the credentials that you use to login to www.ala.org.

If you don’t remember your user name (originally your member number) or password. In order to retrieve your ALA login and/or password information:

- Go to www.ala.org.
- Click on the Login link in the upper right corner; and
- At the bottom of the next page, you will see the language “If you do not yet have a password, or if you have forgotten yours, please click here,” select the link.
  - Enter your email address or membership number in the field provided on the subsequent page.
  - Click the Look-Up button.
  - You will be sent an email with your email address on record, from webmaster@ala.org, with your login information.

Still Can’t Login to ALA Connect?

Here’s a checklist of reasons why your login might not be working if you’re an ALA member.

1. You need to be a current ALA member to log in with an existing ALA account. If your membership has expired, your ALA login won’t work until you renew your membership. If you’re not an ALA member and you haven’t created an account on Connect before, you’ll

2. If you checked the preference on the ALA website to not appear in the member directory or the Handbook, you don’t appear in ALA Connect. That also means you don’t have access to Connect, though. If you want to log in to ALA Connect, you’ll need to log in to www.ala.org and uncheck those preferences in the “review your communication preferences” form which is linked to on the login page.

3. If you’re still experiencing problems logging in, please use the contact us form or get help directly from our Customer Service department.
   - Phone: 1-800-545-2433, option 5
   - Email: customerservice@ala.org

**Help Resources**

Go to [http://connect.ala.org/help](http://connect.ala.org/help) to view video tutorials and read online help documents.